



# Take the Mental Health Journey Together

ANNUAL REPORT 2016-2017



## OUR VISION

A multicultural community that understands mental health and accepts mental illness.

## OUR MISSION

Hong Fook Mental Health Association works with Asian communities to keep people mentally healthy and manage mental illness from recovery to wellness, through promotion and prevention, treatment, capacity building and advocacy.

## CORE VALUES

Equity . Diversity . Cultural Competence . Empowerment . Capacity Building . Community Participation . Self Help . Mutual Support

## SERVICE COMMITMENT

Responsive . Accessible . Accountable . Collaborative . Integrated . Innovative

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# MESSAGE FROM THE PRESIDENT & EXECUTIVE DIRECTOR

President: Dr. Lin Fang  
Executive Director: Bonnie Wong

As we celebrate Hong Fook's 35th Anniversary, we are very thankful to receive continuous support from different levels of government, United Way, foundations, donors, and sponsors to deliver the very unique and essential services to the target communities we serve. It is with these supports we can continue our equity agenda to promote mental health and reduce mental health disparities for the communities we serve. In this report, we will share with you our key accomplishments this past year. These include:

**1. Focusing on Integrated Service Delivery.** As clients often have multiple levels of needs, service integration can help us promote better access, decreased wait times, and improved client experience. We aim to ensure a single point of access in place for our clients. Toward this end, we have hired a full-time Intake Coordinator to manage the intake and referral services and to streamline the referral process since July 2016. In addition, we have trained staff members to conduct the Coordinated Care Plan (CCP) so that we can solicit timely and comprehensive information on client's health and mental health conditions, situation and lifestyle, supports and services, and clients desired outcomes and plans to achieve their goals.

**2. Developing Effective Partnerships.** To promote not only service integration but also communities of care, we have developed new or renewed partnerships with a range of health and mental health providers this past year. These partnerships include: 1) Scarborough Hospital "Hospital to Home" project to support the warm transfer of care for clients in transition; 2) Toronto Mental Health and Addictions Supportive Housing Network to help more people find affordable homes, to advocate for the increased supply of housing stock, and to protect tenants; 3) Centre for Addictions and Mental Health (CAMH) Ontario Perception of Care (OPOC) project to translate the online survey into five Asian languages to increase client participation in sharing of their experience; 4) Scarborough Health Links to improve client coordinated care to achieve better health outcomes; and 5) Scarborough Mental Health and Addictions Quadrant to facilitate agency collaboration and local health care planning.

**3. Promoting Peer Positive Culture.** A peer positive culture helps cultivate strength, facilitate recovery, promote mutual support, and build capacity among clients. This past year we have rendered a variety of programs and services with the goal to facilitate a peer positive culture. These included: a drop-in centre, lunch program, peer support groups, social and recreational activities, skills development, employment and volunteer opportunities, and special ESL classes. These activities are meant to help clients instill hope, re-establish a positive identity, build a meaningful life and take responsibility and control in his/her life. We also produced a client storybook to capture their recovery experiences over the course of their journey with Hong Fook. You can find the storybook on our new website.

**4. Continuing Quality Improvement Initiatives.** Led by the Service Development and Quality Committee and the Manager of Clinical Practice and Quality, we have launched an agency-wide quality improvement strategy and have developed qualitative improvement initiatives. Our goal is to develop quality standards, to improve service quality, and to achieve better health outcomes. We also confirmed the selection of the vendor for accreditation and will begin the accreditation self-study process soon. We hope that through the accreditation exercise we will ensure that our service and operational processes and procedures meet the standards of community health industry.

**5. Developing the Strategic Plan for 2017-2020.** These past few months we have worked with various internal and external stakeholders to identify Hong Fook's strategic plan for the next three years. We are currently finalizing our strategic directions and the operational plan. We look forward to sharing the strategic plan with you once it is ready.

We would like to take this opportunity to express our gratitude to our board of directors and members of different standing committees and community advisory committees, as well as our staff, volunteers, and students for their devotion and hard work. We would also like to thank our clients, family members, and our partners who allow us to partner and collaborate with them, and to take the mental health journey together.

# MESSAGE FROM THE PRESIDENT & EXECUTIVE DIRECTOR

## 康福董事會主席及行政總監致詞

主席：方翎博士 行政總監：黃吳淑芳

### 在心理健康的路上攜手同行

在慶祝康福心理健康協會成立35周年之際，我們非常感謝來自各級政府、公益金(United Way)、各慈善基金、贊助商和善長仁翁的不斷支持，讓康福能夠為我們的社區提供獨特而重要的服務。在過去的一年，我們達到的主要成果如下：

1. 集中提供整合服務。由於服務使用者經常有多種需要，整合服務讓他們更容易獲得所需服務，減少輪候時間，和改善他們的體驗。為此所做的新措施包括：聘請一名全職的評估服務協調主任，負責管理接案和轉介服務，以及簡化轉介的程序；培訓員工執行協調護理計劃(Coordinated Care Plan, CCP)以實現服務使用者的目標。

2. 發展有效的合作伙伴關係。康福不僅拓展整合服務，還推廣關懷社區。我們開拓了新的合作伙伴，並與現存的伙伴延續了合作關係，包括：1) 士嘉堡醫院的「出院支援服務」(Hospital to Home)；2) 多倫多心理健康與癮癮支援房屋網絡；3) 把癮癮及精神健康中心(Centre for Addictions and Mental Health, CAMH)對安省精神健康及癮癮服務的觀感(Ontario Perception of Care, OPOC)翻譯為網上問卷；4) 士嘉堡醫療聯網(Scarborough Health Links)；以及5) 士嘉堡精神健康與癮癮服務機構聯會。

3. 推廣朋輩正向文化。朋輩的正向文化有助加強力量、促進康復、互相扶持，以及培育服務使用者的個人能力。我們製作了一本服務使用者故事書，描述他們在康復之路上與康福同行的體驗。大家可以到我們的新網站上閱讀這些故事。

4. 持續改善質量的措施。我們的目標是制定質量標準、提高服務質量，和取得更好的醫療效果。我們並且確立了選擇服務提供者的認證資格。

5. 準備2017-2020年服務策略計劃。我們現正就服務策略方向和營運規劃作最後訂定，一旦完成，便會與大家分享這個策略計劃。

我們借此機會向康福的董事會、各常務委員會和社區諮詢委員會成員，以及各員工、義工和學生致謝，感謝他們的努力和全情投入。我們同時感謝服務使用者及其家人，以及我們的合作伙伴，讓康福能夠在心理健康的路途上與他們攜手同行。

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# Thông điệp từ Chủ tịch Hội Đồng Quản Trị & Giám Đốc Điều Hành

Chủ tịch: Lin Fang      Giám Đốc Điều Hành: Bonnie Wong

## Cùng Đi Trên Hành Trình Sức Khỏe Tâm Thần

Nhân dịp mừng kỷ niệm 35 năm của Hồng Phúc, chúng tôi rất cảm kích nhận được sự hỗ trợ không ngừng từ các vai cấp chính phủ khác nhau, United Way, hội gây quỹ Hồng Phúc và những nhà tài trợ cho các dịch vụ rất đặc trưng và cần thiết cho các cộng đồng của Hồng Phúc. Những việc chính chúng tôi đã hoàn thành trong năm vừa qua bao gồm

**1. Tập trung vào việc cung cấp dịch vụ một cách hợp nhất.** Vì người sử dụng dịch vụ thường có nhiều nhu cầu khác nhau, việc hợp nhất dịch vụ đã giúp chúng tôi quảng bá điểm tiếp cận dịch vụ, giảm thời gian chờ đợi, và cải thiện sự trải nghiệm của người sử dụng dịch vụ. Những chủ trương đã hoàn thành bao gồm: thuê một nhân viên đảm nhiệm hoàn toàn dịch vụ quản lý tiếp nhận hồ sơ và kết nối dịch vụ, huấn luyện nhân viên làm bản kế hoạch chăm sóc sức khỏe tổng hợp (Coordinated Care Plan) để giúp người sử dụng dịch vụ đạt được mục đích của họ.

**2. Thiết lập những quan hệ cộng sự hiệu quả.** Để đẩy mạnh việc hợp nhất dịch vụ và mạng lưới chăm sóc sức khỏe, chúng tôi đã kết nối lại hoặc liên kết thêm với nhiều cộng sự mới. Những cộng sự này bao gồm: 1) Chương trình "Từ bệnh viện về nhà (Hospital to Home)" với Bệnh viện Scarborough (Scarborough Hospital); 2) Hệ thống hỗ trợ nhà ở cho bệnh tâm thần và nghiện ngập ở Toronto (Toronto Mental Health and Addictions Supportive Housing Network); 3) Chương trình dịch bản khảo sát trên mạng

## 협회장과 사무장으로부터의 메시지

협회장: 린 팡 박사 Dr. Lin Fang      사무장: 보니 웡 Bonnie Wong

### 주제: 함께 떠나는 정신 건강 여행

홍폭의 35 주년을 기념하며, 지역사회에 유용한 서비스를 제공하기 위한 다양한 계층의 정부 부서들, 유나이티드 웨이, 재단들, 기부자들과 후원자들의 지속적인 지원에 깊은 감사를 드립니다. 지난 한해 동안 홍폭이 이룬 주요 성과는 다음과 같습니다:

1. 통합 서비스 제공에 집중하기. 클라이언트들은 다양한 요구 사항을 갖고 있는 경우가 많기 때문에, 통합 서비스는 더 나은 접근성, 대기시간 감소, 그리고 클라이언트 경험 향상에 있어 큰 도움이 됩니다. 해당 계획은 다음을 포함합니다: 접수상담 코디네이터(Intake Coordinator)를 정직원으로 고용하여 접수와 의뢰 서비스를 관리하고 의뢰 절차의 간소화를 시도했습니다. 또, 훈련된 직원들에게 조정된 케어 플랜(Coordinated Care Plan: CCP)을 실시하도록 하여 그들의 목표를 달성하게 했습니다.

2. 효과적인 파트너십 구축. 통합 서비스뿐만 아니라 지역사회 부양 단체로서, 저희는 기존에 있던 파트너십은 물론 새로운 파트너십도 발전시켰습니다. 파트너십은 다음과 같습니다: 1. 스카보로 종합병원 "병원에서 집으로" 프로젝트 2. 토론토 정신건강과 중독 지원 주거 네트워크 3. 중독 및 정신건강 센터 (Centre for Addictions and Mental Health: CAMH)와 온라인 설문지 번역을 위한 온타리오 부양 인식 (Ontario Perception of Care: OPOC) 프로젝트 4. 스카보로 건강 연대 (Scarborough Health Links) 5. 스카보로 정신건강 및 중독 부서.

3. 긍정적 동료 (Peer) 문화 형성. 긍정적 동료 문화는 힘을 기르고, 회복을 도우며, 상호 지원을 원활히 하고 클라이언트들의 능력을 키웁니다. 저희는 또한 홍폭과 함께 해온 클라이언트들의 회복 경험을 담아낸 스토리 북을 출간했습니다. 홍폭 공식 웹사이트에서 그 이야기들을 만나 보실 수 있습니다.

4. 지속적인 품질 개선 계획. 저희의 목표는 품질기준을 발전시키고, 서비스 질과 클라이언트들의 건강을 향상시키는 것입니다. 또한 저희는 인가 업체 선정을 확인 했습니다.

5. 2017-2020을 위한 전략적 계획 발전시키기. 저희는 현재 전략적 방향 설계와 실행 계획을 마무리 짓고 있습니다. 전략 계획이 완성 되면 여러분과 나누고자 합니다.

홍폭은 이사진과 현 상임 위원회 및 지역사회 자문위원회의 회원들과 더불어 홍폭의 직원들과 봉사자들, 학생들의 헌신과 열정에 감사를 포함합니다. 또한 저희의 클라이언트들, 가족들, 함께 협력하도록 허락해준 파트너들에게도 깊은 감사를 드리며 함께 떠나는 정신건강 여행을 이어가고자 합니다.

đến Nhận Thức của Ontario về Chăm Sóc Sức Khỏe (OPOC) với Trung Tâm Cai Nghiện và Sức Khỏe Tâm Thần (Centre for Addictions and Mental Health - CAMH); 4) Scarborough Health Links và 5) Hội Sức Khỏe Tâm Thần và Nghiện Ngập của Scarborough (Scarborough Mental Health and Addictions)

**3. Đẩy mạnh mô hình tương thân tương trợ giữa những người có hoàn cảnh tương tự.** Mô hình tương thân tương trợ này giúp vun bồi tiềm lực, tạo điều kiện cho sự hồi phục, khuyến khích sự hỗ trợ lẫn nhau và bồi đắp năng lực giữa những người sử dụng dịch vụ. Đồng thời chúng tôi đã phát hành một tập truyện tường thuật về chặng đường hồi phục của người sử dụng dịch vụ trong khoảng hành trình của họ với Hồng Phúc. Bạn có thể tìm đọc tập truyện này trên trang mạng của chúng tôi.

**4. Các đề án cải tiến chất lượng liên tục.** Mục đích của chúng tôi là thiết lập những tiêu chuẩn về chất lượng, nâng cấp chất lượng dịch vụ, và đạt được những thành quả sức khỏe tốt hơn. Chúng tôi đã hoàn thành việc chọn lựa bộ phận phụ trách việc kiểm nhận chất lượng.

**5. Lập kế hoạch chiến lược cho năm 2017-2020.** Chúng tôi hiện đang hoàn thành những định hướng chiến lược và kế hoạch hoạt động. Chúng tôi hân hoan mong đợi được chia sẻ kế hoạch này với bạn khi bản kế hoạch được hoàn tất.

Nhân cơ hội này, chúng tôi muốn tỏ lòng biết ơn đến Hội Đồng Quản Trị, các thành viên của những ban đoàn, những ban tư vấn cộng đồng, cũng như với nhân viên, thiện nguyện viên và sinh viên. Chúng tôi cũng muốn cảm ơn những người sử dụng dịch vụ và các thành viên gia đình, và những cộng sự viên đã cho phép chúng tôi cộng tác, làm việc chung và cùng đi trên hành trình sức khỏe tâm thần.

## សារលិខិតពីលោកស្រីប្រធាននិងនាយកប្រតិបត្តិ

ប្រធានអលាកស្រីបណ្ឌិតលីន ហ្វាំង      នាយកប្រតិបត្តិបូនី វ៉ង

### ប្រធានបទ: យកមាតាសុខភាពសតិអារម្មណ៍ជាមួយគ្នា

ខណៈដែលយើងប្រារព្ធទិវាទី៣៥នៃហុងហ្វុក យើងសូមថ្លែងអំណរគុណយ៉ាងជ្រាលជ្រៅដែលបានទទួលការគាំទ្រជាប់ពីរដ្ឋាភិបាលគ្រប់លំដាប់ថ្នាក់ អង្គការយូណេស្កូ អង្គការសហប្រជាជាតិ និងអង្គការសុខភាពសតិអារម្មណ៍។ យើងក៏សូមថ្លែងអំណរគុណដល់សហគមន៍ជាគោលដៅរបស់យើង។ ការទទួលបានជោគជ័យនេះបានបង្កើនកម្រិតនៃការយល់ដឹងអំពីការប្រើប្រាស់សេវាសុខភាពសតិអារម្មណ៍។

- ការផ្តោតទៅលើការផ្តល់សេវាកម្មចម្រុះ។ ខណៈដែលអតិថិជនតែងតែត្រូវការសេវាកម្មចម្រុះកំរិត សេវាកម្មចម្រុះអាចជួយយើងឱ្យមានភាពងាយស្រួលក្នុងការទទួលបានសេវាកម្ម កាត់បន្ថយពេលវេលាអរសាសន៍ និងបង្កើនបទពិសោធន៍នៃអតិថិជន។ ការចាប់ផ្តើមរួមមាន: ការជួលអ្នកសម្របសម្រួលដើម្បីគ្រប់គ្រងក្នុងការទទួលអតិថិជនថ្មី និងការបញ្ជូនសេវាកម្ម និងដើម្បីធ្វើអោយមានភាពងាយស្រួលក្នុងដំណើរការបញ្ជូនសេវាកម្ម ហើយយើងបានបង្កើនការប្រើប្រាស់សេវាសុខភាពសតិអារម្មណ៍សម្រាប់អ្នកដែលមានបញ្ហាសុខភាពសតិអារម្មណ៍។
- ការបង្កើតនូវភាពជាដៃគូយ៉ាងមានប្រសិទ្ធភាព។ មិនត្រឹមតែជួយឱ្យអ្នកប្រើប្រាស់សេវាកម្មចម្រុះប៉ុណ្ណោះទេ ថែមទាំងការត្រួតពិនិត្យនៃសហគមន៍ផងដែរនោះ យើងបានបង្កើតនូវភាពជាដៃគូថ្មី ឬក៏ការបន្តឡើងវិញនូវដៃគូដែលមានពីមុនមក។ ដៃគូទាំងនេះរួមមាន: 1) មន្ទីរពេទ្យស្មៅស្រី គំរោងប្រព័ន្ធគ្រប់គ្រងការប្រើប្រាស់សេវាកម្មចម្រុះ។ 2) សុខភាពសតិអារម្មណ៍កូរ៉េនិងបណ្តាញការប្រើប្រាស់សេវាកម្មចម្រុះសំបែងនិងការប្រើប្រាស់សេវាកម្មចម្រុះនិងសុខភាពសតិអារម្មណ៍(CAMH) ការយល់ឃើញខេត្តអនាមិកយ៉ាងជ្រាលជ្រៅពីការថែរក្សាគំរោងស្រាប់បែបនេះនៃការស្ទង់មតិសាមញ្ញក្នុងខេត្តអនាមិកយ៉ាងជ្រាលជ្រៅ 4) បណ្តាញសុខភាពស្មៅស្រី និង 5) សុខភាពសតិអារម្មណ៍ស្មៅស្រីនិងចក្ខុភាពមណ្ឌលនៃការប្រើប្រាស់។
- ការផ្សព្វផ្សាយវប្បធម៌ចិត្តវិជ្ជមាន។ វប្បធម៌ចិត្តវិជ្ជមានគឺជួយបង្កើននូវភាពរឹងមាំ ផ្តល់នូវការត្រឡប់មកសារជាដើមវិញ បង្កើននូវការគាំទ្រគ្នា និងបង្កើតនូវសមត្ថភាពក្នុងចំណោមអតិថិជនទាំងអស់។ យើងក៏បានបង្កើតនូវសៀវភៅរឿងនៃអតិថិជនមួយច្បាប់ដើម្បីចែងទុកនូវបទពិសោធន៍នៃការជាសះស្បើយឡើងវិញទាំងឡាយដែលទាក់ទងនឹងដំណើរការស្វែងរកការស្រាវជ្រាវស្វែងរកការស្រាវជ្រាវនិងការស្រាវជ្រាវ។ យើងអាចរកនូវសៀវភៅរឿងនេះនៅគេហទំព័រវេបសាយស្រីបណ្ឌិតយើង។
- ការបង្កើតផ្ទៃមេឃភ័យស្រស់ស្អាត។ គោលដៅរបស់យើងគឺអភិវឌ្ឍន៍គុណភាពតាមស្តង់ដារដើម្បីបង្កើននូវគុណភាពសេវាកម្ម និងដើម្បីទទួលបាននូវលទ្ធផលដែលមានគុណភាពល្អប្រសើរ។ យើងសូមបញ្ជាក់ផងដែរពីការជ្រើសរើសអ្នកលក់ដើម្បីតែងតាំងដំណោះស្រាយការ។
- ការអភិវឌ្ឍន៍គំរោងយុទ្ធសាស្ត្រស្តាប់ស្តាប់ឆ្នាំ២០១៧-២០២០។ បច្ចុប្បន្ននេះយើងកំពុងបញ្ចប់នូវទិសដៅយុទ្ធសាស្ត្ររបស់យើង និងគំរោងប្រតិបត្តិការ។ យើងនឹងចែករំលែកនូវគំរោងយុទ្ធសាស្ត្រទាំងនោះជាមួយអ្នកជាប់ពាក់ព័ន្ធទាំងអស់នាពេលដែលវាត្រូវបានរៀបចំ។

យើងខ្ញុំចង់យកឱកាសនេះដើម្បីបង្ហាញនូវការដឹងគុណដល់ ក្រុមអ្នកដឹកនាំ សមាជិកអចិន្ត្រៃយ៍ផ្សេងៗ និងគណៈកម្មការទីក្រីក្រនៃសហគមន៍របស់យើង រួមទាំងបុគ្គលិក អ្នកស្រុក និងសិស្សទាំងអស់សំរាប់ការលះបង់និងការខិតខំប្រឹងប្រែងធ្វើការយ៉ាងយកចិត្តទុកដាក់។ យើងខ្ញុំក៏សូមថ្លែងអំណរគុណដល់អតិថិជនសមាជិកគ្រួសារ និងដៃគូ របស់យើងទាំងអស់ដែលបានអនុញ្ញាតឱ្យយើងធ្វើជាដៃគូនិងសហការជាមួយ និងចាប់យកដំណើរការសុខភាពសតិអារម្មណ៍ទាំងអស់គ្នា។



# PROGRAMS AND SERVICES

## QUALITY CARE BY WORKING TOGETHER

2017 marks the 35th anniversary of Hong Fook Mental Health Association. Hong Fook's achievements and milestones in the past 35 years could not be achieved without the tremendous supports from over 130 partners at different levels. Grounded in the consolidated partnerships, Hong Fook provides quality services throughout our mental health journey.

# Clinical Services

## The Scarborough Hospital-to-Home Partnership

In collaboration with Durham Mental Health Services (DMHS), Hong Fook has been participating in the Scarborough Hospital-to-Home (H2H) Partnership since March 2016. Together, we have been providing timely community mental health services for identified individuals coming from the Scarborough and Rouge Hospital (Birchmount Site) through referral by the H2H staff under DMHS. We are ensuring integrated and coordinated service for identified individuals, particularly those with cultural and linguistic barriers in accessing community resources.

Coordinated and seamless delivery of services to individuals requiring language specific mental health support has been an emphasis of the Hospital-to-Home partnership with Hong Fook. This has ensured clients with complex needs are linked to community based mental health support on discharge from hospital including: Case Management, Family, Peer and Self Help Programs reducing unnecessary return visits to the hospital Emergency Department. DMHS looks forward to continued collaboration with Hong Fook to meet the needs of our culturally diverse community.

*Rob Adams, Chief Executive Officer,  
Durham Mental Health Services*

The long-standing collaborative relationship between Asian Initiative in Mental Health Clinic (AIM)/Toronto Western Hospital/University Health Network (UHN) and Hong Fook has led to many innovative ways of providing mental healthcare for the Cantonese- and Mandarin-speaking communities. This is well exemplified by the two group programs that fill the gap in the lack of accessible and culturally appropriate psychological interventions for the Chinese community. Both J2H and IBGT have been remarkably successful, evidenced by positive client feedback and significant improvements in standardized measures of depressive symptoms, psychological flexibility, empowerment, and valued meaningful living. We are excited that these innovations can play an integral part in helping our clients with their recovery journey as part of the continuum of services provided by AIM and Hong Fook, and that they also help advance the frontiers of holistic mental healthcare.

*Dr. Kenneth Fung, Associate Professor,  
Department of Psychiatry, University of Toronto  
Clinical Director, Asian Initiative in Mental Health,  
University Health Network*

## Group Psychotherapy

Working together with Asian Initiative in Mental Health Clinic, Hong Fook has delivered the Journey to Healing (J2H) and the Integrative Behavioural Group Therapy (IBGT) in Cantonese- and Mandarin-speaking communities for around three years. The J2H group is a psychoeducational group that provides holistic integrated self-care information to improve mental health; increases internal resilience through cognitive behavioural therapy principles; and builds external resilience through a focus on healthy relationships and stress management. The IBGT integrates evidence-based interventions including mindfulness, cognitive behavioural therapy, and acceptance and commitment therapy in helping clients with depression, anxiety, and/or psychosis.

# Self Help Programs

Hong Fook was one of the few early uptake organizations of the peer positive approach advocated by the Northwest Toronto Service Collaborative, which is one of 18 Service Collaboratives established as part of Ontario's Comprehensive Mental Health and Addictions Strategy. In 2016, Hong Fook launched a peer-led pilot project STEP. In order to ensure success and smooth implementation, two series of trainings were delivered by peer coaches from the Centre for Addictions and Mental Health to 16 peers, who have lived experience in common related to a mental health challenge or illness. After the training and with the coaching support from the peer coaches and staff, the trained STEP peers designed, delivered and evaluated an eight-session Drop-In pilot. The STEP peers were also responsible for promotion and recruitment of participants, decoration and set up of venue, and debriefing after each session.

“

The whole process was amazing. It was such a capacity building and self empowerment process, which increased our competence in using computers, managing a group, and speaking English in public. We really enjoyed the fun of teamwork and are happy to see participants enjoying and feeling the connection and support. It was a strong sense of accomplishment when we see participants coming to join. Hope we can run the Drop In on a more frequent basis, multiple times a week!

*STEP peers*

“

In this richly illustrated publication, family members share journeys of their hearts and their growth through learning WRAP. The book, together with the photos capturing the happy and harmonious moments of family members and their loved ones in recovery during outings in the past 10 years, has also been compiled into a DVD. We hope the DVD will offer some inspirations and guidance for family members and new friends who come to seek help, so that they know how to handle and go through difficult situations. We hope that besides acquiring knowledge of mental health, family members can share their inner feelings as well as encourage, support, help and care for one another. When those being helped have built up a healthy self, they can further engage in helping others.

*Quoc Truong, Chair, Cantonese Family Support Group Planning Committee*

## Family Initiatives

Hong Fook's Family Support Groups promote mutual learning, sharing and supporting in group settings. From receiving help to self help to mutual support, members in the group walk hand in hand through the mental health journey. The Cantonese Family Support Group Planning Committee has established for 10 years. The group has started the "Wellness Recovery Action Plan" program (WRAP) to help family members learn how to maintain physical and mental wellness so that they can recognize and prevent crisis and be prepared for various challenges. In early 2017, the group published a commemorative publication titled "Walk Hand in Hand". It documents how, with incomparable love and care, a group of caregivers spared no effort to look for ways to help their loved ones who have mental illness.



# Prevention and Promotion Programs

Since 2016, Hong Fook's PNP program has partnered with Toronto Public Health (TPH)'s Peer Nutrition Program (PNP) by facilitating a physical activity and stress-reduction component at the beginning of each cycle of the Healthy Eating Workshops delivered by TPH's PNP. Hong Fook's PNP helps to teach new parents how to take care of themselves during difficult times and how to release stress in a healthy way; TPH's PNP demonstrates how to make baby food, provides hands-on learning through food skills and discusses with clients the nutrition needs of children six and under, to name just a few of the topics. The two PNPs plan to host two cycles a year across Hong Fook's locations.



The Peer Nutrition Program (PNP) is a free nutrition education program for parents and caregivers. The program's goal is to enhance the nutritional status of children six years old and under within the diverse ethnic and cultural communities of Toronto. They do this by increasing participants' knowledge and skills on infant and child nutrition and improving participants' confidence in feeding their families. By partnering, both agencies were able to share resources and address the social determinants of health in a unique way.

*Vivian Ho, Community Nutrition Educator,  
Peer Nutrition Program,  
Child Health & Development,  
Toronto Public Health*



It is a great pleasure partnering with Hong Fook Mental Health Association. In addition to supporting Hong Fook as the Transfer Payment Agency for the Choices program, we would like to acknowledge the strong voice that Hong Fook has in representing the marginalized communities in Scarborough. Bonnie Wong's leadership in our sector is valued and appreciated. Thank you for the great work and we look forward for more years of partnership and community building.

*Liben Gebremikael, Executive Director,  
TAIBU Community Health Centre*

## Youth Programs

### Choices

Choices is a 10-week early-intervention and prevention program that helps youth aged 12-17 to develop skills and confidence to reduce risk-taking behaviors that may lead to substance use. The program encourages them to make informed decisions in everyday life situations and achieve success. Many youth participants, in turn, become leaders or "head coaches", taking charge and leading a supervised workshop for future participants as well. Choices follows a standard curriculum developed by Sarnia-Lambton Rebound. In Toronto, Hong Fook works closely with TAIBU Community Health Centre and Malvern Family Resource Centre to deliver the program in corresponding communities.

# Youth Programs

## Youth Outreach Worker

The Youth Outreach Worker (YOW) is a one-on-one supporting program for youth aged 12-21 with Chinese background, to overcome their challenges in social, behavioural, economical, educational and family relationships. The program assists youth reach their full potential, foster youth's involvement in civic participation, and linkage to resources such as employment, mental health/addiction services, housing, legal services, and so forth. The Chinese YOW meets Chinese youth in public spaces all across the community, including here at the Hong Fook offices, public schools, community centres, libraries, coffee shops, shopping malls, and so forth. The Chinese YOW at Hong Fook is one of the 28 YOWs in East Toronto Quadrant, coordinated by East Metro Youth Services.

“

Hong Fook is one of our partner agencies in the provincial Youth Outreach Worker program in East Toronto. Hong Fook is an excellent partner who is always present at the partnership table and advocating on behalf of the Asian community. They provide quality mental resources for the youth who are served by their Chinese YOW and help to ensure that other agencies are aware of the unique challenges facing their community.

*Erin Physick, Manager of Youth Outreach Services, East Metro Youth Services*

“

The partnership of CCVT, Hong Fook and OCASI worked well and the entire project unfolded satisfactorily. With no doubt there was a very positive impact and a fulfillment of the objectives. The advisory committee was responsive in raising awareness of settlement sector needs and the importance of addressing the training project content. The evaluations collected thereafter indicated that participants not only were satisfied with the workshops, but were motivated to continue learning. One of the objectives from the perspective of CCVT was to motivate individuals to consider trauma informed as a field of knowledge that requires continuous education.

*Teresa Dremetsikas, Program Manager, Canadian Centre for Victims of Torture*

“

Community partners can expect that Hong Fook successfully fulfills all the roles and responsibilities required by the partnership. Especially on the training part, you can expect a developed curriculum and a high-quality workshop delivery where trainers take leadership and initiative to meet the training needs of participants.

*Sanaa Ali-Mohammed, Coordinator, Mental Health Project, Ontario Council of Agencies Serving Immigrants*

## Training Programs

### Training for Front-Line Staff Serving Refugees

Hong Fook has delivered the Journey to Promote Mental Health Training to staff serving immigrants and refugees for 10 years. In 2016, to respond to the influx of Syrian refugee population, Hong Fook worked on a one-year partnership project with Ontario Council of Agencies Serving Immigrants (OCASI) and Canadian Centre for Victims of Torture (CCVT) to deliver a series of mental health training workshops to community workers serving refugee populations across Ontario. Through the face-to-face interactive workshops and online facilitated learning modules, Hong Fook brought in the

Holistic Health component, built up front-line workers' capacity in addressing mental health issues of their clients and making timely referrals to appropriate services in the mental health sector.





**WE BUILD!**



**WE DRAW!**

**mindfest**

**WE LEAD!**

# Journey with Our Future Leaders

Hong Fook's Youth Drop In started as an initiative to support the ongoing engagement of youth participants with Youth Outreach Worker Program and Choices Program. In 2016/17, the Drop In has significantly grown to be a youth-led platform and a youth-friendly space for youth to explore self values, build self resilience and cultivate leadership skills.

**WE PAINT!**



**WE PRESENT!**



**WE PLAY!**



**WE BRAINSTORM!**



**WE HIKE!**



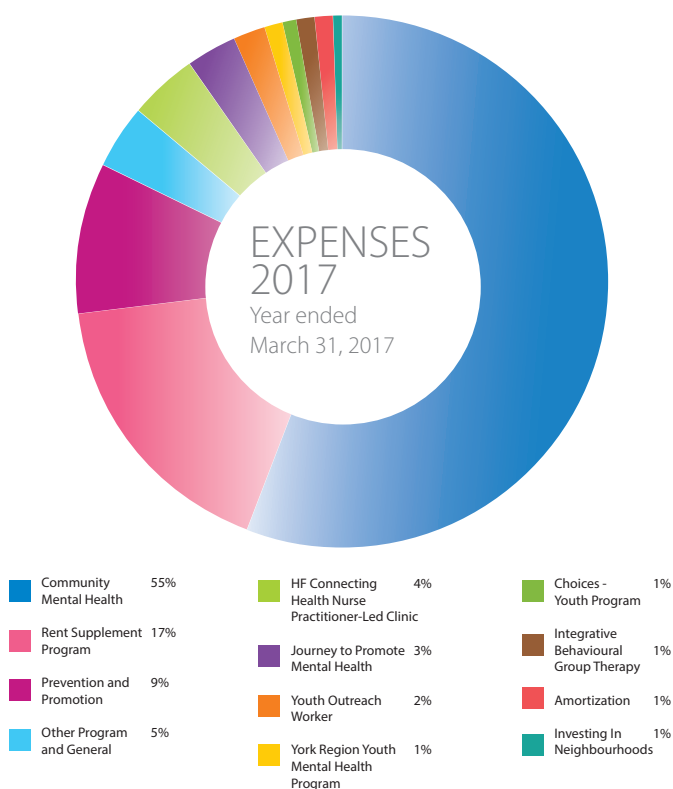
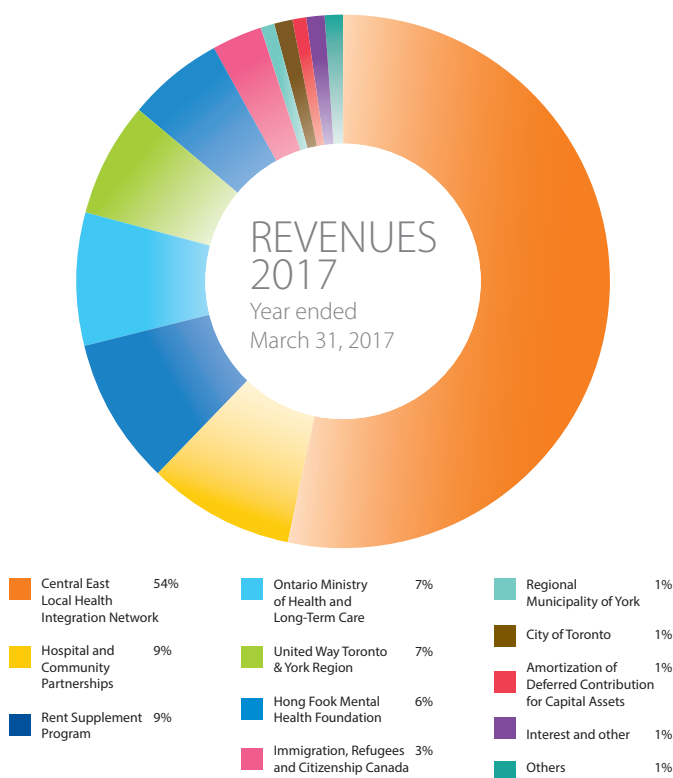


## SERVICE STATISTICS

As of March 31, 2017

SERVICE TEAMS	UNIQUE CLIENTS/ PARTICIPANTS SERVED	CLIENTS/ PARTICIPANTS/ CONTACTS	ATTENDANCE DAYS	NEW REFERRALS	GROUP SESSIONS	PLANNING COMMITTEES	VOLUNTEERS	VOLUNTEER HOURS	LEADERS IN TRAINING
Clinical Services	2,298	20,177		1,416	79 (563 consumers)		39 (11 consumers)	535.5	
Self Help	312		8,316	119	778		45 (31 consumers)	2,618	41
Family Initiatives	130		879	28	83	1	18 (11 family members)	309.5	
Asian Clinic		3,756		613					
Prevention and Promotion	2,077	39,134		736	479	3	193 (53 program participants)	4,863	
Youth Outreach Worker	109 youth, 27 parents	434		88	34		8 (8 youth participants)	49	
Choices	65		325	55	30		17	695	
York Region Youth Mental Health Program	30 youth, 14 parents	235		36	39		1	21	

# FINANCIAL SNAPSHOT



## REVENUES 2017 (Year ended March 31, 2017)

### GOVERNMENT GRANTS

Central East Local Health Integration Network	2,586,044
Ontario Ministry of Health and Long-Term Care	360,500
Immigration, Refugees and Citizenship Canada	140,000
Regional Municipality of York	58,752
City of Toronto	44,894
Employment and Social Development Canada	14,820

### NON-GOVERNMENT GRANTS

United Way Toronto & York Region	335,351
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### FOUNDATION CONTRIBUTIONS

Hong Fook Mental Health Foundation	282,092
Echo Foundation	21,744

### OTHER REVENUES

Hospital and Community Partnerships	426,854
Rent Supplement Program	424,832
Amortization of Deferred Contribution for Capital Assets	41,827
Interest and other	37,069
Donations	15,652
<b>Total Revenues</b>	<b>4,790,431</b>

## EXPENSES 2017 (Year ended March 31, 2017)

Community Mental Health	2,645,044
Rent Supplement Program	799,082
Prevention and Promotion	438,112
Other Program and General	215,023
HF Connecting Health Nurse Practitioner-Led Clinic	209,829
Journey to Promote Mental Health	159,357
Youth Outreach Worker	78,140
York Region Youth Mental Health Program	62,755
Choices - Youth Program	56,965
Integrative Behavioural Group Therapy	52,948
Amortization	42,866
Investing In Neighbourhoods	21,640

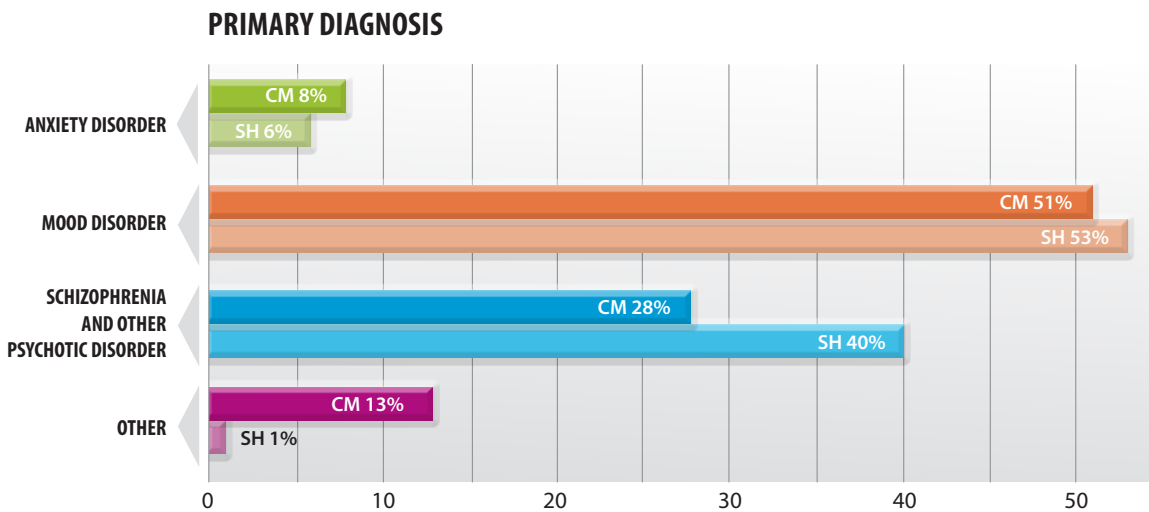
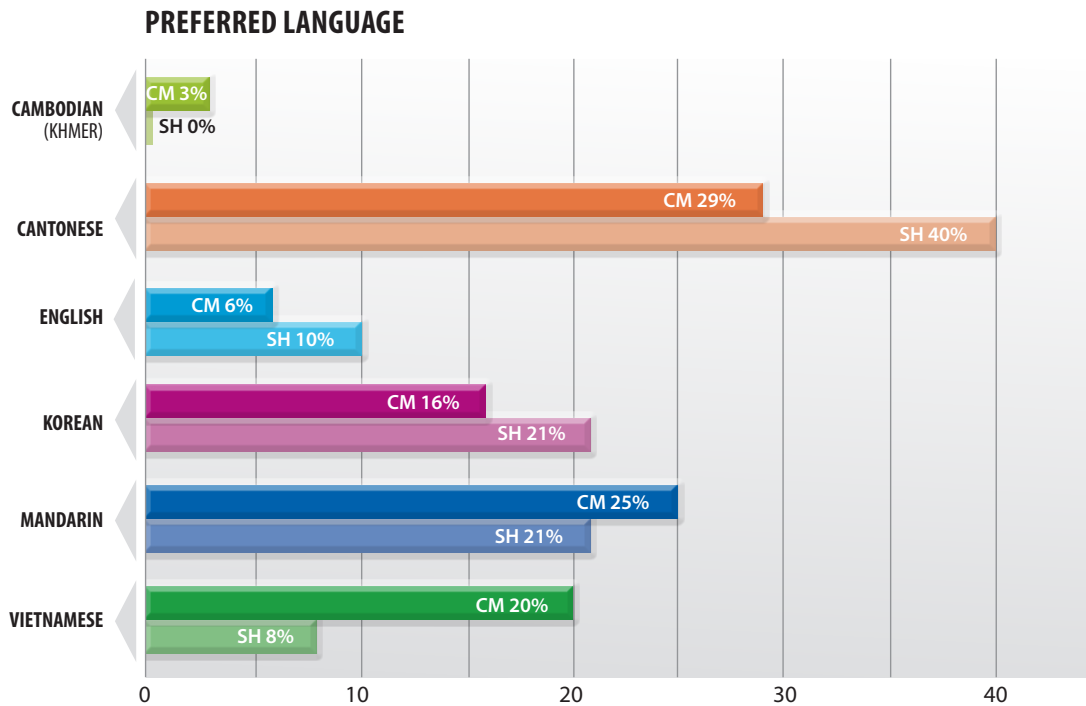
**Total Expenses 4,781,761**

**Deficiency of Revenues over Expenses 8,670**



# PREFERRED LANGUAGE & PRIMARY DIAGNOSIS

of Case Management (CM) & Support within Housing (SH) Clients 2016-2017



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**DESIGNED BY** Aries Cheung



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<b>North York Branch</b>	1751 Sheppard Avenue East, Ground Floor, North York, Ontario M2J 0A4
<b>HF Connecting Health Nurse Practitioner-Led Clinic</b>	3280 Midland Avenue, Unit 22, Scarborough, Ontario M1V 4W9 Clinic Tel: 416-479-7600   Clinic Website: <a href="http://www.hfclinic.ca">www.hfclinic.ca</a>

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We wish to thank our funders:



Immigration, Refugees  
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et Citoyenneté Canada



Employment and  
Social Development Canada

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